Position Description

Title: Timetable Manager

Faculty/Office: MQ Property

Department/Team: Asset Management

HEW Level: Level 9

Position Number: 0000022330

Date: May 2015

Position Purpose: To manage Timetable operations and services across the University.

ORGANISATIONAL CONTEXT

The Property Division supports the University in achieving its learning, teaching and research goals through providing planning, development and maintenance services for all University buildings and infrastructure as well as providing a growing commercial property investment portfolio through development and/or acquisition and managing the same.

Property consists of:

1. Development who work in conjunction with key stakeholders to identify what infrastructure and development will contribute to building a stronger future for the University and support achievement of the strategic objectives.

2. Project Management who manage all building and infrastructure projects on Campus to deliver successful completion of, refurbishment, building work and infrastructure projects. Their services span research, planning, design, procurement and project management.

3. Asset Management who are responsible for the management of the Macquarie University Academic, Research and Commercial Precincts. It includes strategic asset and leasing management, property and estate management, timetabling, facilities management, maintenance, technical experience and dedicated customer service.

ORGANISATION CHART
### KEY ACCOUNTABILITIES

- Collaborate with the Asset Manager, Learning and Teaching and key stakeholders to define timetable requirements across the University.
- Develop and implement annual timetable strategies to delivery annual class timetables and enhance timetabling services across the University.
- Develop, implement, manage and review policies, procedures and systems for timetabling and room booking services across the University.
- Provide expert advice to key stakeholders and resolve escalated timetabling issues/conflict.
- Manage the collation, validation, manipulation and maintenance of data from various systems required for timetable development.
- Manage, develop, configure and support the timetable systems and interfaces.
- Build and manage relationships with key stakeholders to influence decisions, expectations and resolve conflict.
- Identify and analyse timetable and room booking issues and potential improvements, develop and implement solutions to improve quality and efficiency of services provided.
- Develop, analyse and report on timetable metrics to identify potential improvements, inform management decision making and satisfy government reporting obligations.
- Manage and coach the timetable team.
- Build and develop effective working relationships with faculty timetable officers and provide guidance and coaching.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence

### POSITION CONTEXT

#### Reports to:
Asset Manager, Learning & Teaching

#### Positions Reporting to:
- Direct: 3
- Indirect: n/a

#### Key Direct Clients:
- Executive Deans
- Heads of Dept
- Unit Convenors
- General Managers

#### Other Key Relationships:
- System Vendors and Consultants
- Immediate Team Members
- Faculty Timetable Officers
- Associate Deans
- Student Administration Managers
- Events Team

#### Budget Accountability:
Role-specific Conditions: nil

#### Scope and autonomy:
Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.

#### Problem solving:
Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation.
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>Clusters of behaviours required for successful performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Influencing and Persuading</td>
<td>Building commitment by convincing others and winning them over to a particular point of view.</td>
</tr>
<tr>
<td>Implementing Systems</td>
<td>Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
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<tr>
<td>Setting Expectations</td>
<td>Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
</tr>
<tr>
<td>Delegating</td>
<td>Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
</tr>
<tr>
<td>Tracking Performance</td>
<td>Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
</tr>
<tr>
<td>Giving Feedback</td>
<td>Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
</tr>
<tr>
<td>Leading and Directing</td>
<td>Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
</tr>
<tr>
<td>Delivering Outcomes</td>
<td>Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
</tr>
<tr>
<td>Developing Capability</td>
<td>Coaching, mentoring and supporting others to develop their competence and confidence for performance and growth.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>ATTRIBUTES</th>
<th>Personal qualities related to successful performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perseverance</td>
<td>Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td>Flexibility</td>
<td>Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td>Reliability</td>
<td>Meeting commitments and responsibilities.</td>
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<tr>
<td>Interpersonal Impact</td>
<td>Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td>Resilience</td>
<td>Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td>Accountability</td>
<td>Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td>Integrity</td>
<td>Maintaining confidentiality, discretion and professionalism.</td>
</tr>
</tbody>
</table>
**REQUIRED KNOWLEDGE**
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree and/or equivalent experience in business administration or a related discipline.
- Knowledge of complex timetabling and related issues in a tertiary academic institution.

**ACQUIRED KNOWLEDGE**
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of MQ Property and University timetabling functions and structure.
- Knowledge of MQ Property and University timetabling policies, systems, processes and procedures.
- Understanding the external market/context relevant to their areas of expertise/specialisation.
- Knowledge of how the University works and how relevant functions across the University interrelate.

**KEY EXPERIENCES**
Practical experiences and exposure to specific environments or activities related to successful performance.

- Managing the delivery of and evaluating timetable services in a high volume, complex environment, preferably within tertiary education.
- Administrator/manager level support of timetabling systems, software and databases.
- Developing, analysing and reporting on timetable metrics and making recommendations based of findings.
- Building and managing influential relationships with key stakeholders.
- Independently work through and resolve complex timetabling problems.
- Identify, develop and implement solutions and effectively address operational issues within a changing environment.
- Managing a team in a complex and developing environment.
- Ability to lead a team to work together to achieve the delivery of organisation wide timetable programs within tight deadlines.